

MANAGING ACCREDITATION

Rosalind Rowarth June 2012

THE PEOPLE



WHY DO IT?

- Its daunting
- Its expensive
- Its time consuming
- We are busy
- What do we get out of it?

MPS' HACKING SCANDAL REPORT
MURDOCH'S NOT
FIT TO RUN A
MAJOR COMPANY

SEE PAGE FIVE



OUTRAGE AS 99%
OF RAINFALL GOES
DOWN THE DRAIN

SEE PAGE SEVEN

1 IN 6 PATIENTS AT RISK FROM GP BLUNDERS

Stressed doctors giving out wrong prescriptions

MILLIONS of patients are being put at risk by overworked GPs handing out incorrect prescriptions.

One in six patients is in danger, according to a damning new report. Family doctors are often too busy or get distracted and interrupted during consultations.

Some patients have to go to hospital or are left seriously ill after taking the wrong medication. Errors uncovered in the major study into GP prescribing in England range from people

By **Jo Willey** Health Correspondent

being given an incorrect dose to being told to take medicine at the wrong time.

Patients were prescribed drugs which reacted badly with pills they were already taking, while others were not properly monitored with blood tests when on certain medication.

Katherine Murphy, chief executive of the Patients Association, said: "It is deeply worrying that such dangerous mistakes are being

TURN TO PAGE 2



HOLLY'S DRESS EXPOSES
SECRET OF TV'S THE VOICE

SEE PAGE THREE

HOW DO WE KNOW ITS WORKING

Limited health and safety knowledge

Privacy Issues

Dubious infection control practices

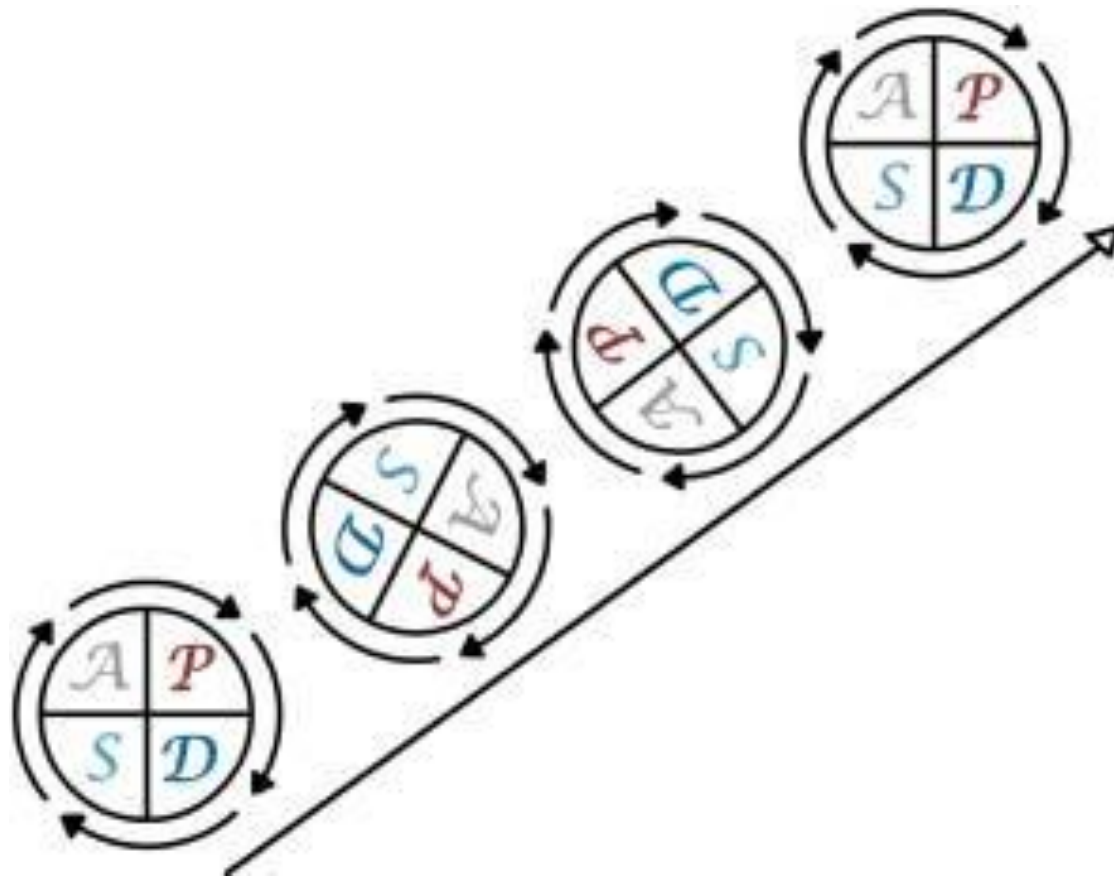
THE CHAMPION

- Enthusiasm
- Time
- Resources
- Mandate

SNAPSHOT

- Quick appraisal against the criteria

PDSA



PLAN

- Meeting
- What is Cornerstone
- Who and what is the Champion
- What is the self assessment and their role
- What are the star ratings
- Reassurance
- What happens next-schedule of meetings

DO

- The self analysis
- Arrange the time
- Measure the progress
- Keep up momentum
- Look for opportunity to reward
- Collate the findings

STUDY

- Study results and identify gaps
- Share the findings

ACT

- Develop and action plan
- Identify people-allocate tasks
- Identify resources
- Set time lines

AND THATS ALL THERE IS TO IT





ACTION PLAN

- The practice premises are safely accessible and clearly identifiable

11.1 External sign-age is clear, visible , well placed and able to be read from a distance

CRITERIA-Partially met

- PROBLEM-Garden has grown and signs partially obscured by bushes
- ACTION-ask gardener to trim plants
- ALLOCATED TO- Julie
- COMPLETED BY-30/7/2012

11.2 External lighting facilitates security and safe access

- CRITERIA -Met- sensor lights at all entrances, monitored by external company
- No action needed

11.3 PEOPLE WITH MOBILITY DIFFICULTIES ARE ABLE TO ACCESS THE PREMISES

- CRITERIA-Partially met
- PROBLEM-Ramps are slippery when wet
- ACTION-Arrange for non slip surface to be put down
- PERSON RESPONSIBLE-Julie
- COMPLETED BY-31/7/2012

11.4 THERE IS PARKING CLOSE TO THE PRACTICE WITH DEDICATED MOBILITY SPACES

- CRITERIA-Partially met
- PROBLEM-Paint has faded so not obvious
- ACTION-Arrange to get lines repainted
- PERSON RESPONSIBLE-Julie
- TIME COMPLETED-31/7/2012

INDICATOR 23

The practice identifies and responds
appropriately to all patients with clinically
urgent medical needs

23.1

- Non medical team members responsible for
- first line interactions with patients are trained
- to identify and respond appropriately to
- patients with urgent medical conditions

23.1

- CRITERIA-Not met
- PROBLEM-No formal training has taken place
- ACTION-Develop a training programme for all appropriate team members and ensure all staff are facilitated to attend, build it into orientation programme for new staff
- PERSON RESPONSIBLE-Nurse Wendy and Dr TK
- COMPLETED BY-31-9/2012

23.2

- Practice teams have systems in place to observe clinical conditions of patients

23.2

- CRITERIA-Not met
- PROBLEM-blind spot in waiting room so patients aren't always visible. Only one receptionist on at lunch time- too busy too keep an eye on the waiting room
- ACTIONS-Get a mirror to aid observations. Stagger lunch breaks to allow for 2 receptionists on duty
- PERSON RESPONSIBLE-Janet
- COMPLETED BY-31-8-2012

23.3

- There is a triage system to manage patients
- with urgent medical needs

23.3

- CRITERIA-Not met
- PROBLEM-No triage system
- ACTION-Develop triage system with nurses in conjunction with training to recognise urgent medical conditions
- PERSON RESPONSIBLE-Nurse Wendy and Dr TK
- COMPLETED BY-31/8/2012

23.4

- All team members who may be required to
- administer CPR must have current
- certification at an appropriate level from
- Certified trainers

23.4

- CRITERIA-Partially met
- PROBLEM-1 GP and 2 nurses have lapsed certificates-no admin staff have CPR certificates
- ACTION-book staff into appropriate level courses and facilitate attendance. Get certified trainer to come to medical centre and run sessions using own equipment for familiarity
- PERSON RESPONSIBLE-Nurse Wendy
- COMPLETED BY-30/09/2012

POLICY AND PROCEDURE WRITING

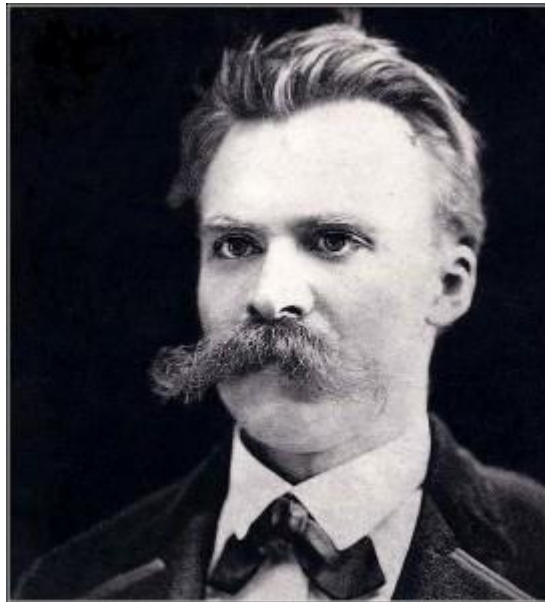
- Write yourself-
- Use external resources-but make them relevant
- PHO-IPA-other practices

THE DAY

- Enjoy
- Show case the good things you are doing
- Learn from the assessors
- Celebrate the journey

NIETZCHE

- That which does not kill us makes us stronger



Blue Genie

- But you'd be surprised what you can live through.





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